

13 March 1997

311 DIRECT, INC.
P.O. BOX 600979
North Miami Beach, FL 33160

Dear Mr. Sanford D. Bosen, Esq.
Corporate Counsel
311 Direct, Inc.

1. Reference your correspondence, dated 3 Mar 97, Subject: YOUR ACCOUNT IS SERIOUSLY PAST DUE (enclosure 1). Your correspondence was damaged in the mail and I just received it on 11 Mar 97. All previous correspondence initiated by me have been addressed to 811 Direct, Inc., Plantation, FL 33318. Previous correspondence and your Outstanding Billing Statement is at enclosure 2 for your information and remittance.

2. At enclosure 3 is a copy of my page one to the BELLSOUTH Billing Statement for Bill Period Date: Feb. 28, 1997. Under adjustments I have been given a CR (CREDIT) for the amount outstanding for the 811 charges billed to me (\$55.44) on my monthly statement for Bill Period Date: 28 Sep 95. The definition for CREDIT in The American Heritage Dictionary, Second College Edition, 1982 "Accounting" The deduction of a payment made by a debtor from an amount due. Or, e.g., zero balance in this case.

3. At enclosure 4 is a copy of a pamphlet that I received in the mail from Whispers, a Directory of REAL intimate Phone Connections. I have NEVER received material of this nature in the mail before the 811 charges appeared on my bill. I want to know if your company has sold/given/used my name or address or telephone number OR ANY COMBINATION OF THE THREE to this or any other company that deals in this type of smut? If you have, acknowledge and delete my information immediately!!!!

4. The only other outstanding issue besides paragraph 3 we have with each other is your SERIOUSLY PAST DUE ACCOUNT with me. If you have not received previous billing statements that were mailed because of the Plantation, FL address then I will make some allowances in your failure to remit. If this is the case, your current balance will remain as is (as long as you remit within 30 days). If this is not the case, a revised bill will be mailed to you with additional processing and finance charges calculated.

Sincerely yours,

Patsy D. Burgess
PATSY D. BURGESS

4 Encl

A11

P. O. BOX 600979
North Miami Beach, FL 33160

March 3, 1997

SANFORD BOSEM, ESQ

**FORWARDING AND ADDRESS
CORRECTION REQUESTED**

Patsy Burgess Account : 770-981-9213
5503 Whittondale Road
Lithonia, Ga 30058

Amount Due: \$5.44

Dear Patsy Burgess:

YOUR ACCOUNT IS SERIOUSLY PAST DUE

We represent 311 Direct, Inc. who has asked us to write to you in connection with this debt. You must contact our office immediately so that we may make arrangements to have this debt satisfied. The fact that the charges may have been removed from your phone bill does NOT mean that you are not required to pay this debt. The BellSouth General Subscriber Service Tariff states that we have the right to pursue collection of debts owed.

We have verified that these calls were made from your phone against BellSouth's records. Federal Laws pertaining to phone service in the United States indicate that the person to whom the phone is registered will be liable in situations such as these even if they personally did not make the call, much the same as the person to whom a phone is registered will be liable for any long distance calls made irrespective of who made them. Unless you notify this office in writing within thirty days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt to be valid and proceed accordingly. This office plans to pursue any and all remedies that may be available to collect this balance due and owing including but not limited to: Reporting to credit bureaus which may affect your credit rating, and or a lawsuit in pursuit of a judgment against you in a court of competent jurisdiction which may leave you liable for court costs and fees in addition to the amount due and owing.

Please contact this office as soon as possible so that we may arrange for the orderly liquidation of this debt. We may be able to make arrangements to make the debt somewhat more manageable, but you must call us now. Our office hours are from 10 a.m. to 7 p.m. weekdays and you may contact my assistant, Eric Jacobs, the Collections Supervisor at (305) 949-8585. This is an attempt to collect a debt. Any information obtained will be used for that purpose.

Sincerely,

Sanford D. Bossem, Esq.
Corporate Counsel
311 Direct, Inc.

IMPORTANT: RETURN THIS SLIP WITH YOUR PAYMENT

PAYMENT METHOD: CHECK: ☒

(Make checks payable to 311 Direct, Inc.)

CREDIT CARD: ☐

CREDITOR	ACCOUNT #	BALANCE DUE
311 DIRECT, INC.	770-981-9213	\$5.44

3/3/97

TO PAY BY CREDIT CARD:

ACCOUNT #

Address Payment to:

311 Direct, Inc.

PO BOX 600979

N. Miami Bch. FL 33160

EXPIRATION _____
DATE _____

MONTH YEAR

PAYMENT ENCLOSED

VISA

MASTERCARD

AMERICAN EXPRESS

8 January 1997

811 Direct, Inc.
PO BOX 15160
Plantation, FL 33318

Dear 811 Customer Service Department

1. References:

- a. Your letter dated 12 Nov 96, no subject.
- b. My response to your correspondence dated 19 Nov 96 (enclosed).
- c. Outstanding charges owed by your company.

2. As of this date, I have received no reply to my correspondence dated 19 November 1996 from your company or BellSouth. Subject charges are still outstanding on my telephone bill as of billing period 29 December 1996. Your silence and utter indifference of this situation shows a total lack of professionalism and reinforces the fraudulent characteristics of your company. Since I have received no response to my correspondence this issue is still in dispute.

3. The following is a revised billing statement consisting of pass due charges billed on 19 Nov 1996 to your Company for the time, effort, and expense I initially incurred regarding this matter. I requested that your remittance be received within 30 days of billing. Since payment has not been received a 21 Per Cent late charge has been added in addition to current charges. Your payment is due by 19 January 1997

BILLING STATEMENT

19 NOVEMBER 1996 BILLING

Research and Correspondence Preparation \$35.00 hr x 6 hrs	\$210.00
Postage 7 pieces x .32	2.24
Round trip mileage to/from Post Office .35 x 24	7.44
Directory Assistance (Plantation, FL) - (Enclosure 4)	.95
Envelopes 7 x.15	1.05

A13

Reproduction 7 pages x 7 sets x .15

7.35

TOTAL \$229.03

LATE CHARGES

\$1.55 per day X 51 days

\$ 79.05

8 JANUARY 1997 CHARGES

Research and Correspondence Preparation \$35.00 hr x 2 hrs

\$ 70.00

Postage 8 pieces x .32

2.56

Round trip mileage to/from Post Office .35 x 24

7.44

Envelopes 8 x .15

1.20

Reproduction 10 pages x 8 sets x .15

12.00

AMOUNT DUE

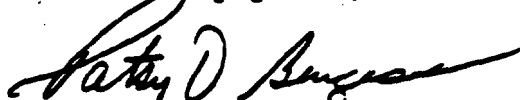
\$401.28

4. IF I DO NOT HEAR FROM YOUR COMPANY OR RECEIVE PAYMENT IN FULL BY THE DUE DATE, I WILL TURN THIS MATTER OVER TO A COLLECTION AGENCY.

5. I do not intend to drop this matter. I will continue to pursue this matter with State and Federal agencies and my elected officials. I intend to contact the Florida Public Service Commission or equivalent agency and National television programs such as 60 Minutes, Prime Time, 20/20, etc. I am tired of the general public being ripped off, cheated, and not protected by the State and Federal governments.

6. I HIGHLY recommend you respond to this correspondence and provide a Point of Contact and business telephone number.

Sincerely yours,



**PATSY D. BURGESS
OUTRAGED CONSUMER**

1 Encl

19 November 1996

811 Direct, Inc.
PO BOX 15160
Plantation, FL 33318

Dear 811 Customer Service Department

1. Reference your letter dated 12 Nov 96, no subject (enclosure 1).
2. I am afraid this issue is still in dispute. Let me outline the following issues so you may clearly understand my position.
 - a. In your correspondence you referred to a wide range of interactive information services. Neither my telephone bill nor your letter specifically identify what services were used that generated the billing. I feel you need to be specific. See enclosure 2 for a copy of the disputed charges for your information and use.
 - b. Regarding the services you did list in referenced correspondence, I have no interest in using these services let alone paying for them. In fact, I was in travel status from 11 Aug - 15 Aug 96 (see enclosure 3) making it impossible for ME to generate the charges billed for 13/14 August 1996.
 - c. In your correspondence you stated, "However, as we are charged for the calls made from your phone, so we must pass the charges on to you, regardless of who made the calls." I believe the key phrase in your statement is "your phone". You are absolutely right, the telephone number is listed in my name, the billings are addressed to me. I have contracted with BellSouth for my residential service and I have contracted with AT&T for my long distance service which BellSouth is authorized to bill for services used. I did not contract with your company for 811 Service. I have no knowledge of notification from either BellSouth or your company regarding this service. To MY knowledge I was not afforded the opportunity, within a reasonable period of time, by either your company or BellSouth to CONTRACT FOR YOUR SERVICES OR BLOCK YOUR SERVICES PRIOR TO ACTIVATION IN MY AREA CODE. If your records or BellSouth records indicate that notification had indeed occurred and you have MY SIGNATURE requesting this service, request you provide me a photo copy of the document. I feel the lack of prior notification/full disclosure borders on fraud.
 - d. Regarding your statement for me to place a block on my telephone number. Please refer to subparagraph c for my response. If I have not been notified and I am unaware of the service, then I can not take action.

A15

ENCL

e. When I received my telephone bill for Billing Period 28 September 1996, I contacted BellSouth, Customer Service and talked to Ms. Anderson (912) 888-4730. Ms. Anderson was extremely helpful and patient. However, the major problem occurred when Ms. Anderson could not tell me WHO was billing the charges and could not connect me to your Customer Service Department. Apparently the only method of communication that was allowed to BellSouth was written. The telephone number identified for questions on my billing statement was 1-800-543-8975. When I called this telephone number, I reached a long recording which was more of an advertisement than information or assistance and an address. Again, no direct access to a Customer Service Department. In a frustrated attempt to talk to a Customer Service Supervisor, I called Directory Assistance for Plantation, Florida for your business telephone number. The only number listed for your company was 311. I did not call 311 because the recording stated that 311 was a charge call. Once again, I was denied direct access to your Company. Is this your Company's policy in how you will deal with the general public and consumer complaints? If so, I feel this policy borders on fraud. You are telling me that you can charge me for services that I did not agree to, contract for, or make but I have no verbal direct access to discuss issues with your company? The only access to your company is a P.O. Box in Plantation, Florida. Your correspondence was not signed or a number provide to call regarding this issue.

3. I am an American citizen, I feel that the State and Federal Governments has failed to protect the American consumer. If they were doing there jobs properly and establishing safeguards then this situation would not exist. As you stated in your correspondence "we are charged - so you are being charged" In keeping with your line of thought, the following is my bill to your Company for the time, effort, and expense I have incurred regarding this matter. Request your remittance within 30 days:

Research and Correspondence Preparation \$35.00 hr x 6 hrs	\$210.00
Postage 7 pieces x .32	2.24
Round trip mileage to/from Post Office .35 x 24	7.44
Directory Assistance (Plantation, FL) - (Enclosure 4)	.95
Envelopes 7 x.15	1.05
Reproduction 7 pages x 7 sets x .15	7.35
TOTAL	\$229.03

4. I hope that I have fully clarified my position and trust that this issue is resolved, and that there are no longer any outstanding charges against my telephone number. If this is not the case, request you address each item as stated in this correspondence in your reply and provide a copy furnished to agencies/individuals as I have done. If you feel further correspondence will be required on my part, I suggest, in order to minimize future billing from me that you enclose a self addressed stamped envelope for my reply and a check to cover the administrative charges identified in my billing statement. Research/correspondence preparation, and reproduction charges will be billed separately.

Sincerely yours,



PATSY D. BURGESS
OUTRAGED CONSUMER

4 Encl

CF:

Georgia State Public Service Commission, 244 Washington Street,
SW, Atlanta, GA 30334

FCC, Common Carrier Bureau, Consumer Complaints, Mail Stop Code
1600A2, Washington, D.C. 20554

WSB (ABC), ATTN: Clark Howard, Consumer Action Center, 1601
West Peachtree Street, Atlanta, GA 30309

BellSouth, Customer Services, Attn: Ms. Anderson, P.O. Box 1947,
Albany, GA 31703

Congresswoman Cythnia McKinney, ATTN: Ms. Lola Russel, 2853
Candler Road, Decatur, GA 30034

Senator Sam Nunn, 75 Spring Street, SW, Atlanta, GA 30330

811 Direct, Inc.

PO BOX 15160
Plantation, FL 33318

November 12, 1996

Ms. Patsy D. Burgess
5503 Whittondale Road
Lithia, GA 30058

RE: Account Number: 770-981-9213

Dear Ms. Burgess:

We have carefully reviewed BellSouth's memo regarding your concern about your BellSouth Statement, which reflects the calls made from your phone to the 811 service.

811 Direct, Inc. allows callers the opportunity to directly dial the telephone number 811 and listen to a wide range of interactive information services including Georgia lottery results, schedule and ticket information for concerts, theater and sporting events and an interactive voice personals service.

After researching your claim, we have determined that the calls were made from your telephone number, 770-981-9213, on the listed dates and the times of the charges are correct. We understand your distress over calls being made on your phone line of which you were unaware. However, as we are charged for the calls made from your phone, so we must pass the charges on to you, regardless of who made the calls. The responsibility of who uses your phone and for what purpose is solely yours. Therefore, payment is required for these 811 charges.

If you have not previously placed a block on your phone, please call BellSouth at 780-2355 (Residential) or 780-2800 (Business) and request a block called Customized Code Restriction #6. This will prohibit anyone from using your telephone number to call 811, and will avoid any future charges.

We hope that we have fully responded to your inquiry and we trust that there will be no further reason for dispute.

Sincerely,

Customer Service Department

data BS DC

Encl!

OTHER SERVICE PROVIDERS

Richie

PATSY D BURGESS

Page 10

Account Number: 770 981-9213 443 1888

Bill Period Date: Sep 28, 1996

ES 1

Detailed Statement of Nonregulated Charges

Other Service Providers

If you have questions about your charges a contact number for the Provider is listed with the charge(s) below.

Current Charges

Amount

Calls to 811 Direct, Info. If questions call 800-543-8975.

770 981-9213

1. From: 981-9213 Aug 13 @ 10:33pm (\$0.99/min.)	3.96
2. From: 981-9213 Aug 14 @ 4:15am (\$0.99/min.)	1.98
3. From: 981-9213 Aug 14 @ 11:01am (\$0.99/min.)	4.95
4. From: 981-9213 Aug 14 @ 11:06am (\$0.99/min.)	4.95
5. From: 981-9213 Aug 14 @ 11:11am (\$0.99/min.)	1.98
6. From: 981-9213 Aug 14 @ 11:15am (\$0.99/min.)	4.95
7. From: 981-9213 Aug 14 @ 11:20am (\$0.99/min.)	4.95
8. From: 981-9213 Aug 14 @ 11:25am (\$0.99/min.)99
9. From: 981-9213 Aug 19 @ 7:43pm (\$0.99/min.)	4.95
10. From: 981-9213 Aug 19 @ 7:48pm (\$0.99/min.)	3.96
11. From: 981-9213 Aug 19 @ 7:53pm (\$0.99/min.)	3.96
12. From: 981-9213 Aug 19 @ 9:37pm (\$0.99/min.)	4.95
13. From: 981-9213 Aug 19 @ 9:42pm (\$0.99/min.)	4.95
14. From: 981-9213 Aug 19 @ 9:47pm (\$0.99/min.)	2.97
811 Direct, Inc. Current Nonregulated Charges	55.44
Total Other Service Provider(s) Current Nonregulated Charges	55.44

*211
311*

*South on Bell Supervisor
Barbara Mitchell*

*1-888-293-3724
Mo. Amulson*

This portion of your bill is provided as a service to the above Service Providers.

**NONPAYMENT OF ITEMS ON THIS SHEET WILL NOT RESULT
IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE;
HOWEVER, COLLECTION OF UNPAID CHARGES MAY BE
PURSUED BY THE SERVICE PROVIDER.**

*912-888-
4730*

AC E007160

A19

ENCL 2

DD Form 1351-2, OCT 91 Replaces previous editions of DD Form 1351-2 and DD Form 1351-4, which may be used in part
Exception to SF 1012 approved by GSA/IRMS 12-91



Bill Period Date: Feb 28, 1997

This bill was printed on Mar 1. For more information about billing, see back of page.

Late Charge Reminder: A 1.5% additional charge will apply to any unpaid balance carried over after Mar 28.

BellSouth Telecommunications, Inc. (BST)

780-2500

Please protect your RightTouch® Personal Access Code (PAC): 0244

(continued on page 2) ▶

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

Please make check payable to BellSouth in U.S. funds.

AC 0423 R04 E004130

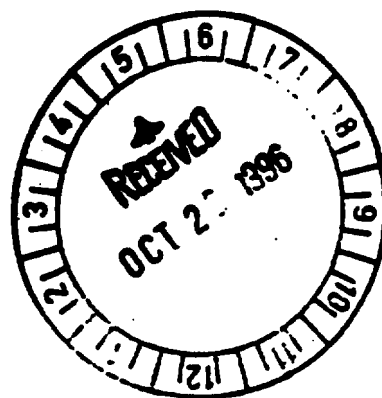
**PATSY D BURGESS
5503 WHITTONDALE RD
LITHONIA GA 30058-5545**

[illegible]

ENC 63

October 18, 1996

MR Rich Mossio,



Recently, I spoke to you on the phone about some AT & T charges I had recieved, that I was very un-happy about, and did not feel I should have to pay for.

I am sending you this written plea, explaining the circumstances, in hopes your office can help me with this matter. My name is Engemir J. Largo and I am forty-seven years old. I am in a position where I do have to earn some income out of the home. However, I have a mother in the area who is seventy-five years old, a widow, who has also been suffering from ovarian cancer for a year and a half. Having to shuttle her for treatments and care for her has become a full time responsibility. In August, out of desperation, I sat down and looked through my local classified ads, trying to find some way of earning some greatly needed income. I came across the ads I have enclosed

for earning income out of your home. I recognized some of these numbers as local ones for my area, and or very close to my area. This, appeared very hopeful to me!

To the best of my recollections, some of these calls instructed you to ask for a particular extension, or key in more numbers on my phone pad. All the while instructing you to not hang up before you got the vital information needed from them, to earn income from home.

About ten days after I made this attempt to earn income out of the home, one of my local T.V. stations, out of Tampa, Channel 8, did a 6:00pm show on job offered just such as these. And I watched in fear, as I slowly began to feel I had been also a victim, as these people on T.V. had.

I received my phone bill a few days after this, for which these calls appeared, that were routed through Sunbomings DR. at the outrageous charge you see on my bill. (Please excuse writing on enclosed phone bill)

I called AT&T to discuss these charges,

and was told by AT&T, they would make no adjustments on my bill. I have been an AT&T customer for many years. And average about a \$1,000.00 a year in business with them. I am very disturbed that with this in mind they would do nothing for me concerning this matter.

Enclosed, you will also find an ad from the very same local paper, that was very recently printed that I cut out.

I feel very strongly this is, a scam, what happened to me. I feel very strongly, I was mis-lead. I was trying to earn income, not create bills! I feel taken, violated, and that I was tricked into this.

And I do not feel our telephone cos. should be able to do this to the public. And I am ashamed of us, as Americans, to find out this sort of underhanded scamming can be done.

I do not have the funds to pay this bill, to me. And I do not feel I should have to under the mis-leading circumstances.

Mr. Moss, can you do anything to help me. Due to mother's illness, I

4

cannot lose my phone service.

Thank-You
Engineer J. Largo
3449 Margate Ave
Holiday, Fl. 34691
(813) 841-6224



TELEPHONE NUMBER 813 841-6224 225

PAGE 9 OF 14

BILL DATE September 10, 1996

AT&T billing
questions
1 800 222-0300

LONG DISTANCE CALLS (continued)

Billing for AT&T



NOTE: You have saved 21.03 with
AT&T True USA (SM) this month.

Handwritten calculations:
40.78
77.18
117.96
13.51
131.47
137.47
139.38
139.58
24.35
16073

Regulated Calls

Calls billed to
813 841-6224

Direct Dialed Calls

Date	Time	Place called	Number called	Period	Min.	Amount
Aug 20	6:10 am	DIR ASST FL	352 555-1212	Day	1	\$.85
Aug 22	4:01 pm	Santodmngo DR	809 476-1387	Std	29	40.78
Aug 22	4:44 pm	Santodmngo DR	809 476-1377	Std	55	77.18
Aug 22	10:05 pm	Santodmngo DR	809 476-1387	Econ	12	13.51
Aug 26	10:49 pm	Santodmngo DR	809 476-1387	Econ	7	7.91
Aug 26	10:56 pm	Santodmngo DR	809 476-1377	Econ	19	21.35
Total						\$ 161.58

Taxes and Fees on AT&T Regulated Services

	Amount
Federal Tax @ 3%	\$ 6.49
Florida Gross Receipts Tax Surcharge	5.05
Florida Intrastate Gross Receipts Surcharge	.34
Total	\$ 11.88

AT&T Regulated Invoice charges

\$ 222.50

Total for this invoice period

\$ 222.50

Introducing AT&T True Reach International(sm) Savings -- one simple plan for all types of calls within the U.S. or around the world! It's a whole new World Without Limits... Your savings are easier than ever. You will save 25% on every AT&T International call on your AT&T bill -- guaranteed. You can also save on every other type of call you make. All for just \$3 a month. Call us today to find out more about AT&T True Reach International Savings. Simple savings on all your calls... That's your True Choice.(sm)
AT&T...1-800-238-1148

Handwritten: \$21.65

Total long distance/AT&T**\$ 222.50**

To order an AT&T calling card, True Reach Savings[®] or other long distance services, call 1-800-222-0300.

Handwritten: Tall, Atty General office, Public Serv. Comm.

1-904-487 1963

Handwritten: 904 413 6600

11-620

Assembled Products At Home
EASY WORLD TOP PATI
1-800-577-0000 ext. 2000

WATSON ENGINEERING *Manufacturers*
of all products of the **Formo** brand.

GOVERNMENT PROTECTIONS

GOVT-POSTAL JOBS

THE UNIVERSITY OF CHICAGO

Make 200-2500 A Week At Home, No Inventory/Customer

Mystery shoppers for local stores. \$6.75 plus gas and travel.

\$1000 WEEKLY
making \$1000 a week in home

161811L
George W Johnson Jr PE

5644 CHURCHILL DOWNS RD SARASOTA, FL 34241

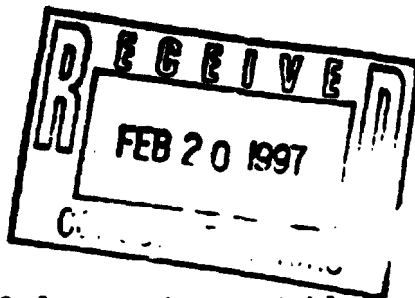
TEL 941-923-1076

FAX 941-921-4327

GTE Florida
PO Box 3112
Tampa, FL 33631-3122

February 16, 1997

Re: 941-922-1416



Gentlemen,

The current billing includes a not acceptable amount of \$ 94.68 as described in my previous letters 1-17-97 and 12-19-96

I had a conversation with the telephone agent for ITA who advised that they were only a billing agency and could not speak for their client. She said basically if I do not want to pay for 900 numbers I should have call blocking which I then requested in the 12-19-96 letter.

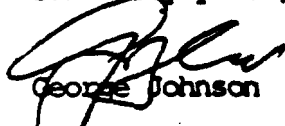
A point is that the Herald Tribune classified add listed a local number, not a 900 number. When my wife responded to the add she was advised to call the 900 number, but no mention was made of a charge, let alone a minimum charge of \$ 29.95 per call. She dialed the number and received repeated talking but no information. Apparently she had to dial 3 times to determine that it was a scam of some sort.

Since she was not informed of the charges before calling, and the ITA agent was so negative, I do not feel that I am obligated for this billing.

This will be third letter to GTE without a written reply from GTE. What does it take to get a legitimate response ?

Enclosed is a check for \$ 158.17, the correct portion of the billing.

Sincerely yours,


George Johnson

cc Florida Public Service Commission
Sarasota Herald Tribune Classified Dept
API World News

George W Johnson Jr PE

5644 CHURCHILL DOWNS RD. SARASOTA, FL 34241
TEL. 941-923-1076
FAX 941-921-4327

16181L

GTE Florida
PO Box 3112
Tampa, FL 33631-3122

January 17, 1997

Re: 941-922-1416

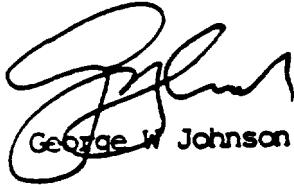
Gentlemen,

The current billing includes a not acceptable amount of \$ 94.68 as described in my letter December 19, 1996

Enclosed is a check for current charges of \$ 150.63

I look forward to hearing from you with the appropriate correction.

Sincerely



George W Johnson Jr

George W Johnson Jr PE

5644 CHURCHILL DOWNS RD. SARASOTA, FL 34241
TEL 941-923-1076
FAX 941-921-4327

161811L

GTE Florida
PO Box 31122
Tampa, FL 33631-3122

December 19, 1996

Re: 941-922-1416 Billing due December 31, 1996

Gentlemen,

Enclosed is a check for \$ 185.54 to cover the legitimate part of the bill.

The not acceptable billing of \$ 94.68 is rejected because when my wife, an actress, responded to the following casting add*in the Sarasota Herald Tribune she was instructed to dial 900-287-3535 and was at no time informed that there was a charge involved, let alone a minimum of \$ 29.95 per call

Please note that the add has a local number and does not mention any charges,

This charge from ITA has all the appearances of being a scam and I if GTE is being manipulated by ITA.

I also wish to request 900 call blocing on all four of my telephone lines:

941-922-1416
941-923-1076
941-921-4327
941-921-0748

Thank you


George Johnson



1-22-1997
REC'D
TO



TELEPHONE NUMBER 941 922-1416

Customer ID 960831

BILL DATE

December 7, 1996

ing
ons call
0 866-8889**LONG DISTANCE CALLS** (continued)

Billing for ITA



842

ITA Non-Regulated Service

Billing for API World News

Non-Regulated Calls

Pay Per Call charges are considered non-communication services.

You should know: 1) Failure to pay Pay Per Call charges will not result in disconnection of your local or long distance services, however, your access to Pay Per Call may be blocked and further collection attempts may be made. 2) Free Pay Per Call blocking is available from your local exchange company upon request. 3) You have 60 days after the date of this bill to initiate a billing dispute.

SENT IN 12 DAYS

Calls billed to
941 922-1416**Direct Dialed Pay Per Call Charges**

Date	Time	Place called	Number called	Period	Min.	Amount
1 Nov 18	10:17 am	MOVIE INFO	900 287-3535	Day	5	\$ 29.95
2 Nov 18	10:23 am	MOVIE INFO	900 287-3535	Day	5	29.95
3 Nov 18	10:56 am	MOVIE INFO	900 287-3535	Day	5	29.95
Total						\$ 89.85

For questions concerning your bill, call the number listed at the top of this page. The calls on this page were forwarded by ITA, the clearinghouse agent for API World News.

Taxes and Fees on ITA Non-Regulated Services

	Amount
4 Federal excise tax (3.00% of \$91.92)	\$ 2.76
5 Florida interstate gross receipts tax (2.30% of \$89.85)	2.07
Total	\$ 4.83

ITA non-regulated service charges

\$ 94.68

Total long distance/ITA

\$ 94.68

out 12-18
A153PC 7211 256
RTZ
3113994 900
Block

T= 7

LS 4114 9419221416 960831 00 07 FL312*HBRDAI

00010333 SP0000120000

A31

Mrs. Bernadette Pimen
2621 Green Bay Ave.
Pensacola, FL 32526

Dear Sir,
It was suggested
I write you to see if
you can help me with
this situation.

I have done everything.
know to do.
I have put black's on me
phone to no avail, put
a pad lock on the phone
box outside, disconnected
on outside.

Have talked evidently to
Bill Smith & A. J. & J.
to just get a new alarm
installed to some one at
W. D. Childers office &
Joe Scarborough's office.
No one can help.

These calls are always
made when I am not at

home. From the 8th to 14th
I was out of town.
On the 17th I was at
Brigo from 3 til 10:30.

This company says they know
it is only 15 yrs. old grand-
son, making the call's.

Of course he denies it.

I told them if they
saw the call's is 15 yrs.
old & they put the call's
through, this is fraud.

They said it is legal &
they can do it.

I pretty much live
alone. My husband was
in Jacksonville.

My daughter & son live
in town, but not with
me. They do come over
with the children.

The 15 yr. old is the youngest.

Please let me know if
there is anything you can
do for me.

Or if there is anything I
can do that I haven't
done.

Thank You
Mrs. Gertrude Pittman
2621 Greenway Ave
Quincy, Ill.
32526

904-944-1371

ABC AMERICAN BILLING COMPANIES
... A Billing Division of IAS

(800) 221-7999

7124 Owensmouth Avenue., Suite 191 Canoga Park, California 91303

INVOICE

CUSTOMER NUMBER: 5607046492
INVOICE NUMBER: 198611019521
INVOICE DATE: 11/21/96

Raymond F Pitman
2621 Green Bay Ave
Pensacola, FL 32526

PREVIOUS BALANCE	PAYMENTS	ADJUSTMENTS	NEW CHARGES	TOTAL DUE
\$489.17	\$0.00	\$0.00	\$1,060.51	\$1,549.68

DATE	TIME	AUTHORIZATION NUMBER	FROM NUMBER	TO NUMBER	MINUTES	AMOUNT
11/08/96	3:03 PM	5432150024090045	(904) 944-1371	(800) 468-7879	2.0	\$7.98
11/08/96	4:04 PM	5432150024090045	(904) 944-1371	(800) 766-2789	10.0	\$54.45
11/08/96	4:15 PM	5432150024090045	(904) 944-1371	(800) 766-2789	7.0	\$39.60
11/08/96	5:11 PM	5432150024090045	(904) 944-1371	(800) 766-2789	12.0	\$64.35
11/08/96	5:27 PM	5432150024090045	(904) 944-1371	(800) 766-2789	13.0	\$64.35
11/08/96	6:21 PM	5432150024090045	(904) 944-1371	(800) 766-2789	12.0	\$59.40
11/08/96	10:35 PM	5432150024090045	(904) 944-1371	(800) 766-2789	3.0	\$14.85
11/08/96	10:39 PM	5432150024090045	(904) 944-1371	(800) 766-2789	20.0	\$103.95
11/08/96	10:59 PM	5432150024090045	(904) 944-1371	(800) 945-5465	20.0	\$103.95

IMPORTANT. PLEASE DETACH AND RETURN BOTTOM PORTION OF STATEMENT WITH YOUR PAYMENT

PAY THE TOTAL AMOUNT DUE PROMPTLY!

PLEASE WRITE YOUR CUSTOMER NUMBER ON YOUR CHECK

INVOICE #: 190611019521

CUSTOMER #: 5607046492

There will be a \$15.00 Fee for Return Check

PLEASE PAY THIS AMOUNT: \$1549.68

☐ CHECK THIS BOX IF NEW ADDRESS. PLEASE WRITE NEW ADDRESS ON THE BACK OF THIS STATEMENT.

<input type="checkbox"/>	VISA	<input type="checkbox"/>	MASTERCARD	<input type="checkbox"/>	AMEX										
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
CREDIT CARD NUMBER														EXP. DATE	
CARD HOLDER NAME (PRINT)															
CARD HOLDER SIGNATURE															

My signature above authorizes future transactions to be charged directly to the credit card indicated above.

Raymond F Pitman
2621 Green Bay Ave
Pensacola, FL 32526

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